

Comments from IPC – Association Connecting Electronics Industries

We are writing to record our concerns over the new fax regulations.

1 - The new rules appear to imply that we cannot fax to members and customers even at their verbal request. This is absolutely bad for business and flies in the face of all established customer service and business practices. We are constantly receiving requests for quote for our publication sales by fax and it will seriously impair our ability to service our customers if we cannot respond in the same manner. We have two tradeshow and our sales personnel receive regular requests to fax contracts and floor plans. Customers expect us to respond without paperwork and bureaucracy.

2 – Like the rest of the association community, we are troubled by the lack of interpretation on what is commercial in nature. We often fax member renewal reminders to make sure they are noticed and received. Likewise, we often send meeting confirmation information by fax when we are not sure if the person will receive the information in time.

3 – Like much of the country, associations have been impacted by the difficult economic environment. We have reduced staff and are cutting expenses. Additional regulations that involve paperwork and recordkeeping will strain our limited resources and take resources away from member services.